

1-800-BetsOff Help Line

Monthly Activity Report

May 2016

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	525	2 min
Live Chat	8	3 min

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	53	10%	0	0%
8 a.m. - Noon	139	26%	2	25%
Noon - 4 p.m.	148	28%	2	25%
4 p.m. - 8 p.m.	109	21%	2	25%
8 p.m. - Midnight	76	14%	2	25%

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	94	18%	2	25%
Tuesday	92	18%	0	0%
Wednesday	59	11%	2	25%
Thursday	72	14%	3	38%
Friday	76	14%	1	13%
Saturday	58	11%	0	0%
Sunday	74	14%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	58	11%	10	2%	48	9%	1	13%
Gambler's Anonymous info	15	3%	10	2%	5	1%	0	0%
Need local # for treatment center	2	0%	2	0%	0	0%	0	0%
Other gambling related issue/?	4	1%	2	0%	2	0%	0	0%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	1	0%	0	0%	1	0%	0	0%
Treatment inquiry for self	89	17%	39	7%	50	10%	4	50%
Treatment inquiry for other	29	6%	9	2%	20	4%	0	0%
*Sub-Total	198	38%	72	14%	126	24%	5	63%
Information about line	6	1%	3	1%	3	1%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	132	25%	64	12%	68	13%	0	0%
Lottery issue/question	37	7%	29	6%	8	2%	0	0%
Other (wrong #, hang up, prank, etc.)	152	29%	97	18%	55	10%	3	38%
Sub-Total	327	62%	193	37%	134	26%	3	38%
GRAND TOTAL	525	100%	265	50%	260	50%	8	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	133	25%	64	17%	69	19%	0	0%
Provided gambling assistance/counseling	8	2%	6	2%	2	1%	1	13%
Referred to IDPH/Website	1	0%	0	0%	1	0%	0	0%
Referred to Lottery	38	7%	28	8%	10	3%	0	0%
Referred to national #/out of state source	113	21%	1	0%	112	30%	2	25%
Referred to treatment provider	55	10%	53	14%	2	1%	1	13%
Request sent/referral to ISAIC	0	0%	0	0%	0	0%	0	0%
Supplied requested info	22	4%	13	4%	9	2%	1	13%
Sub Total	370	69%	165	31%	205	38%	5	63%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	163	31%	102	19%	61	11%	3	38%
Sub Total	163	31%	102	19%	61	11%	3	38%
GRAND TOTAL	533	100%	267	50%	266	50%	8	100%

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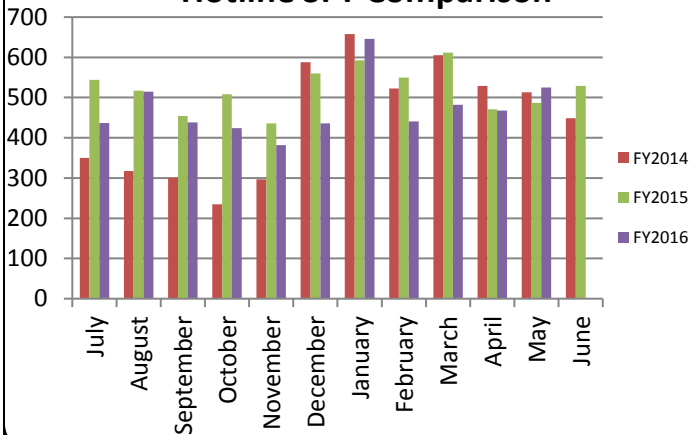
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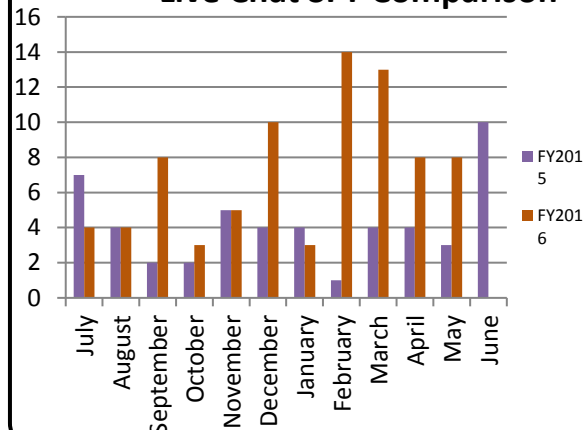
Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	6	1	7	5	5	100%
Pathways	8	0	8	8	8	100%
Prelude	15	0	15	14	13	93%
Problem Gambling Recovery Services	1	0	1	1	1	100%
Community & Family Resources	2	0	2	2	2	100%
Family Services	7	0	7	7	5	71%
Jackson Recovery Center	6	0	6	5	2	40%
Compass Pointe	2	0	2	2	2	100%
Substance Abuse Services	5	0	5	4	4	100%
Prairie Ridge Treatment Center	3	0	3	3	1	33%
TOTAL	55	1	56	51	43	84%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	0	0	0	0	0	92	185	170	198				645
Billboard	0	0	0	0	0	6	9	4	5				24
Casino	0	0	0	0	0	152	139	175	215				681
Lottery	0	0	0	0	0	33	161	23	38				255
Radio	0	0	0	0	0	5	4	2	1				12
Refused to provide	0	0	0	0	0	3	4	3	5				15
TV	0	0	0	0	0	6	3	3	10				22
Website - Bets Off	0	0	0	0	0	37	9	16	4				66
Website - Other	0	0	0	0	0	6	2	6	20				34
Other	0	0	0	0	0	15	49	39	29				132